

COMPARISON OF QUALITY OF HEALTH SERVICES IN LAHORE-PAKISTAN

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Abstract

The basic objective behind choosing this topic is to define quality services in health sector. We have to deal with the health related issues in our society, including treatment, lack of resources, limited machinery, lack of medical instruments, non availability of health care staff, lack of administration, preservation of mental and physical well being through the quality services offer by the medical and health professionals. At the time of admission in hospital patient have to follow difficult procedures neglecting the patient condition that ultimately cause more complications. This article will also cover the hospitals environment, Security issues and its effects on patient. This paper is more focused on quality services rather any other variable like cost because health is not a thing to compromise. Patient tries to bear every possible cost to get his health back. The research will be covering few health service providers in Lahore, Pakistan. Research will be including experimental research in different hospitals of Lahore-Pakistan, case studies of different hospitals and getting the questionnaire filled by different professionals and patients of hospitals. We have also conducted online search and survey. This article has indicated which methods to be implemented and which paths should be avoided towards providing a better quality services in different health sectors.

Key words: Health Environment, Medical Services, Quality Services, Health Professionals,

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1. Introduction

Quality health care can be more exactly described as striving for and reaching excellent standards of care. It involves assessing the appropriateness of medical tests and treatments and measures to continually improve personal health care in all fields of medicine. Providers of health care are concerned about their ability to continue providing high-quality care in the face of diminishing resources. Purchasers of health care are concerned that the cost has exceeded their capacity and willingness to finance it. Both need more quantifiable measures of quality; both seek ways of assessing value. While measures of direct cost may be identifiable, measures of quality have been more elusive. In part, their elusiveness has been fostered by non agreement on what the definition of quality of health care truly is. In part, defining quality has been complicated by the subjective nature of some of the components of that definition. Descriptions of quality of care vary with the point of view and role of the observer, who may be a patient, a clinician, a purchaser, or a manager. Descriptions of quality also depend on the clinical setting, on patient expectations, and on severity of illness.

To obtain the views and opinions regarding quality services in hospitals, we have first gone through a survey of some important indicators and then through proper rating have shortlisted the ten final indicators and have made a questionnaire which was further filled by patients from each respective hospitals. Those services are as follows:

1. Easy access of admission process.
2. Effectiveness of medicines providing speedy recovery.
3. Providence of clinical excellence.
4. Availability of medical expertise.
5. Convenience in providing security measures
6. Feasibility of hygienic food.
7. Proper health care management.
8. Availability of doctors in time.
9. Efficacious system of instruments disposal.
10. Appeasing through cleanliness.

2. Research Objective

We want to compare quality services of different hospitals in Lahore. We have chosen those hospitals that have more than 200 beds. These hospitals are:

- **Mayo Hospital** is one of the best hospitals of Lahore. We have visited and came to know that a number of patients come daily but unfortunately patients are not satisfied, neither with the treatment given to them nor with the behavior of doctors. We have visited the hospital especially the unit which deals with the glaucoma patients and have noticed that there were no doctors to attend them
- **Services hospital** is another leading hospital in Lahore in which we have noticed that processes are very effective as senior doctors take action against doctors who attend patients in their private clinics rather than hospital and due to this reason it is developing at a speedy rate.
- **Doctors' hospital** is another well known hospital in Lahore but as according to news, the quality of doctors available in time is very poor. People are sent from one room to another to look for doctor but they are unable to find doctors in the right time and right place. Otherwise the remaining departments are working fine.
- **Surgimed hospital** is a very established hospital and during our group's visit, we find it very remarkable in all workings of different departments, whether its patient's care or admission processes etc, all processes are easy to access.
- **Jinnah hospital** is another example of a good working place where all workers work through collaboration in different departments. Visitors are always guided properly as they entered hospital and patients are treated in a friendly atmosphere.

3. Research Approach

We have prepared a questionnaire and circulated them among patients of these five hospitals we have selected. We have put an effort to get the diverse indicators which are important according to general public of UET and then by taking an average, we have organized a full fledged questionnaire which was then taken in chosen hospitals and by patients effort, we have received information according to priorities. Then by short listing we have compared the result and have chosen the best quality services.

4. Research Scope

Our research scope is to get a survey on quality of health services in Lahore. We have taken in account international standard and have conducted a survey from the general public i.e. student of IB&M, the top ten factors rated was then verified by visiting hospitals of Pakistan. By noticing in our convenience we then selected five hospitals, Mayo, Jinnah, Surgimed, Doctors and Services. We wanted an insight regarding the services provided by these health sectors.

5. Discussion

We have discussed many factors regarding quality services in health sectors among group members. Then after proper brain storming, we had a discourse with other class fellows and requested them to jot down quality factors which they think is necessary in any health sectors. Then we progressed further in our project through cogitation, surveys and different searches.

6. Literature Review

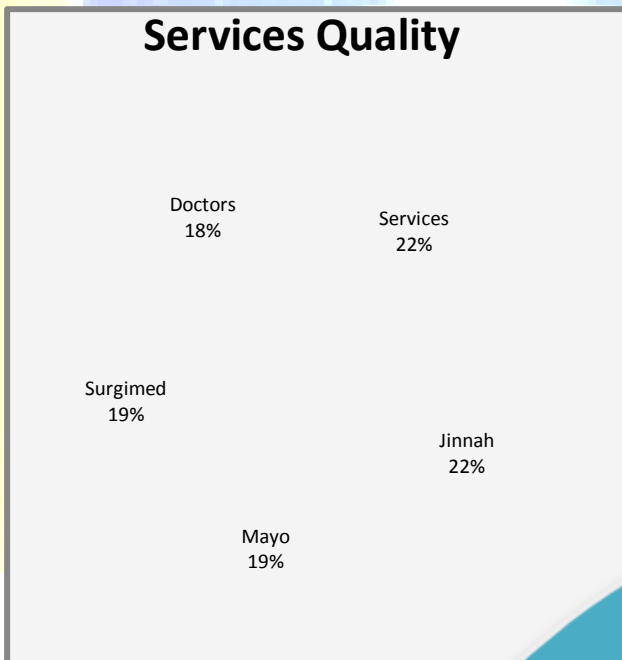
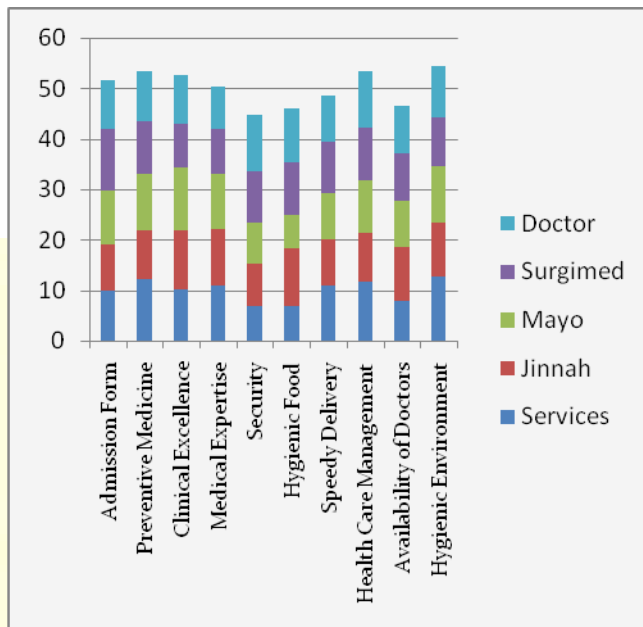
Our literature review is an appraising description of information found in the literature associated to health services in Lahore. We have identified the major quality services according to the international standards. Through internet surfing, we found out that these three factors add to the quality as they are given priority. These are not in the position of first three according to international standards but they are mandatory in Pakistan's Hospitals. In these we see the reduction of medical error is a key role of the accreditation process. The Socialized medical system comes on the second number in the list. Training and education of staff, credentials and clinical governance comes in the third place. On the basis of these standards we identified the top rated services.

7. Findings and Analysis

We have compared the quality services of hospitals according to the rating and as per the average calculated the results are as follows:

- Services Hospital – 60.3
- Jinnah Hospital- 60
- Mayo Hospital- 52.7
- Surgimed Hospital- 51.6
- Doctors Hospital- 51.3

Comparison of Services Quality



8. Conclusion

Denouementing our research work, we have analyzed the services of health sectors and after an inclusive effort, we have achieved the outcome of hospitals working powers. Through rating

procedure and finding average we have come up to the conclusion that which hospital is primordial and which are below in the list. At the top is Services hospital, second comes Mayo hospital, in third place Jinnah hospital, following Surgimed and lastly Doctors hospital

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